

MUNICIPAL SERVICES OFFICE COORDINATOR

DISTINGUISHING FEATURES

The fundamental reason the Municipal Services Office Coordinator position exists is to perform entry-level supervisory functions for the front line or customer service area support personnel. Contributes to the day today operation of the team. This position does supervise. This position reports directly to a Director level or above in one of the Municipal Services Divisions.

ESSENTIAL FUNCTIONS

Determines priorities, assigns work, schedules, and monitors staff work to assure quality continuous improvement(s). Selects and trains staff; and prepares performance reviews. Encourages employee involvement in decision making and open communication. Assists team to develop skills in information sharing, conflict resolution and group empowerment.

Implements new systems to improve service(s) and processes. Supervises a complex records management system specifically related to assigned area.

Administers, justifies and monitors budgets for related work areas. Determines current and future needs for equipment, furnishings, etc.

Coordinates completion of council action reports, MIS reports, meeting minutes, and other management related reports.

Administers contracts for such services as: stenographers for Commission meetings, professional services, pre-employment exams, etc.

Review, monitor various confidential personnel related reports.

May schedule and coordinate Board and/or Commission meetings or hearings.

Assigned other special projects or on-going responsibilities specifically related to assigned department or division as needed.

Supports organizational goals and strategies.

Operates a PC or terminal to input data, communicate with others, or to produce letters or reports.

Attendance and punctuality are essential functions of this position.

MINIMUM QUALIFICATIONS

Knowledge, Skills and Abilities

Knowledge of:

Office management procedures, business English, word processing, etc.;

Budgets, accounts payable/receivable, etc.; as well as city ordinances, practices, procedures, and terminology of governmental operations.

Ability to:

Produce written documents with clearly organized thoughts using proper grammar.

Supervise a medium sized staff.

Observe, review and check the work of staff members to ensure conformance to standards.

Enter data or information into a terminal, PC or other keyboard device.

Prepare, justify and monitor a budget.

Establish and maintain effective working relationships with City officials, co-workers, management and the general public.

Communicate effectively both verbally and in writing with residential and commercial customers.

Education & Experience:

A High School diploma is required. Some college coursework is desirable. Must have a minimum of two years in a related position as well as two years as a supervisor.

FLSA STATUS:

Exempt

HR Ordinance Status: Unclassified